



RECRUITMENT
U.S. CONSULATE GENERAL- JERUSALEM

ANNOUNCEMENT NUMBER: 23/13

OPEN TO: All interested candidates
POSITION: Telephone Operator, FSN-4
OPENING DATE: Nov 19, 2013
CLOSING DATE: Dec 3, 2013
WORK HOURS: Full-time; 40hours/week

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST PROVIDE PROOF OF LEGAL STATUS OF RESIDENCY, OR WORK PERMIT.

The U.S. Consulate General in Jerusalem is seeking one individual for the position of Telephone Operator in the Information Management Office.

BASIC FUNCTION OF POSITION

Incumbent provides telephone answering services in English, Arabic and Hebrew to the Consulate General and all assigned tenant agencies that subscribe to this service as part of ICASS. Maintains Consulate telephone directories and emergency contact lists, issues and tracks cellphone and BlackBerry devices, and performs first-level review of telephone invoices.

Please e-mail JerusalemHR@state.gov for a copy of the complete position description.

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of secondary school **is required.**
2. One-year switchboard experience or one year experience in a busy office environment using business applications such as Microsoft Office Suite required **is required.**
3. Level III (Good working knowledge) in English, Arabic and Hebrew **are required.** **(Please check the language level definition under the definition section)**
4. **Must** have good working knowledge of local and long distance telephone procedures.
5. **Must** have a good working knowledge of Microsoft Office Suite of computer applications, word, excel, outlook, etc.
6. **Ability** to exercise patience, tact and diplomacy in dealing with the general public and Mission personnel is required.

SELECTION PROCESS:

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold the appropriate security clearance.

TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae that provides the same information found on the UAE (*see Appendix B*); **or**
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.
6. Application must be received by the closing date specified on the announcement. Applications received after this date will not be considered.
7. Applications are **only** accepted in English.

SUBMIT APPLICATION TO

Human Resources Office
Attention: LE Staff Program
18 Agron Road, Jerusalem
Fax: 972-2-622-3560
E-mail: JerusalemHR@state.gov

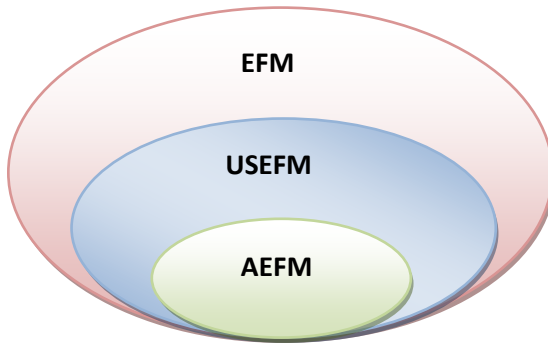
CLOSING DATE FOR THIS POSITION: 3 Dec 13

Consulate General Jerusalem maintains a drug-free workplace.

The US Mission in Jerusalem provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.- citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- *Is a* U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- *Is* listed on the travel orders *or approved Form OF-126, Foreign Service Residence and Dependency Report*, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed *service* member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (*AIT*), and who is under chief of mission authority; and
- *Is* residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

7. Language Level Definitions:

Level 1: Rudimentary knowledge.

Rudimentary verbal understanding of a limited vocabulary.

Level 2: Limited knowledge.

Limited knowledge of the written and spoken language, and a vocabulary limited to a specific occupation. Job holder will be able to understand and carry out verbal instructions of a repetitive nature, and prepare simple forms or reports.

Level 3: Good working knowledge.

Good working knowledge of the written and spoken language. Job holder will be able to read and understand, for example, regulations, instructions and related material concerning the field of work, and to prepare correspondence and standardized reports. Job holder will be able to communicate effectively with staff and members of the public in the language.

Level 4: Fluent.

High degree of proficiency in both the written and spoken language, including the ability to translate. On occasion, the job holder may need to act as an interpreter.

Level 5: Professional translator/interpreter.

Ability to deal effectively with highly technical and sophisticated terminology in which fine nuances of meaning may at times assume major importance, or capable of simultaneous translation as in the case of conference reporting.

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No; if yes, provide explanation*)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References